FALSE ALARMS:
A Community Problem

Alarms are designed to protect lives and property. Properly installed, used, and maintained, alarms are a real asset. When misused, they become a liability. Each year, false alarms cost all of us millions of dollars and thousands of wasted response hours. The South Jordan Public Safety Department, as well as the security companies, spend a significant amount of time and money reacting to false alarms. You, as the system user, also experience the inconvenience of false alarms and assessment of fees. False alarms cause complacency among all concerned parties. They also increase the liability and endanger the safety and welfare of the public, responsible parties, and responding agencies. The purpose of this pamphlet is to help you understand what causes a majority of the false alarms, and to provide you with information to reduce false alarm activity at your home or business.

WHAT IS A FALSE ALARM?

A false alarm is any alarm caused by human error or equipment problems requiring police, fire and/or EMS response, with no evidence of an actual crime, fire or medical incident.

WHAT ARE THE MOST FREQUENT HUMAN ERRORS THAT CAUSE FALSE ALARMS?

Residential

- Use of incorrect key pad codes.
- Failure to train other authorized users (i.e. sitters, relatives, children, visitors, etc.)
- Failure to secure doors and windows before turning on alarm.

Commercial

- Use of incorrect key pad codes.
- Failure to train other authorized users (i.e. employees, janitors, delivery personnel, etc.)
- Failure to notify monitoring facility of unscheduled openings or closing.
- Failure to update authorized personnel list with monitoring facility.
- Failure to secure doors and windows before turning on the alarm.

WHAT ARE THE MOST FREQUENT EQUIPMENT PROBLEMS THAT CAUSE FALSE ALARMS?

- Improper application or installation of interior motion detectors.
- Improper application or installation of outdoor beams.
- Improper charging or checking of batteries.
- Faulty equipment (i.e. panels, detectors, key pads, etc.)
- Dirty Smoke Detectors

WHAT CAN YOU DO TO REDUCE FALSE ALARMS?

- Secure doors and windows before turning on system.
- Make sure everyone is familiar with alarm system operations.
- Be aware of changes in the environment (i.e., new animals, design changes, seasonal decorations, plants, etc.)
- Notify monitoring facility of any and all changes (i.e., house guests, name changes, new employees, termination of employees, etc.)
- Equipment should be routinely inspected and maintained by qualified personnel.
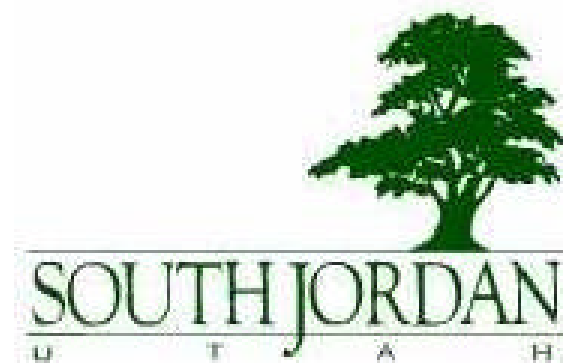
CONSUMER CORNER

Within South Jordan City, a permit is required for alarm systems monitored by an alarm company as well as those that are not. There is an annual permit fee of $12.00 per user.

You will be assessed a fee if your alarm system generates a false alarm and a police officer, fire and/or EMS unit responds to your location.

- 1st False Alarm ---- $22.00
- 2nd False Alarm---- $32.00
- 3rd False Alarm ----$54.00
- $54.00 per false alarm over 3 in a 12- month period.
- $54.00 fee assessed when RP fails to respond to alarm within 30 minutes.
- Late fees shall be subject to $11.00 (minimum of 18% Annual Interest Rate)

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This pamphlet provided by:

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